



OCKET NO. 10628ROUS01U (NORT10-00169)
Customer No. 33000

PATENT

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JD/21/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : Michael C.G. Lee

Serial No. : 09/472,910

Filed : December 27, 1999

For : CALL FEATURES FOR AUTOMATIC CALL
DISTRIBUTION SYSTEM

Group No. : 2642

Examiner : Q.H. Nguyen

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MAIL STOP MISSING PARTS

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Technology Center 2600

Sir:

PRELIMINARY AMENDMENT

Prior to examination on the merits, please amend the application as follows: